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February 21, 2014

***VIA ECFS***

Marlene H. Dortch  
Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW, Suite TW-A325  
Washington, DC 20554


**Re: EB Docket No. 06-36  
Section 64.2009(e) CPNI Certification  
Flat Rock Telephone Co-Op, Inc. (Form 499-A Filer ID No. 804996)**

Dear Ms. Dortch:

Pursuant to the Commission's Public Notice, DA 14-138, released February 5, 2014, attached for filing is the Section 64.2009(e) Customer Proprietary Network Information certification and accompanying statement covering the prior calendar year 2013 of Flat Rock Telephone Co-Op, Inc. (Form 499-A Filer ID No. 804996).

Please contact the undersigned should you have any questions or require additional information.

Respectfully submitted,

  
Thomas J. Moorman

Attachments

## **Annual 47 C.F.R. § 64.2009(e) CPNI Certification**

### **EB Docket 06-36**

Annual 64.2009(e) CPNI Certification for 2014 covering the prior calendar year 2013

1. Date filed: February 21, 2014
2. Name of company(s) covered by this certification: Flat Rock Telephone Co-Op, Inc.
3. Form 499 Filer ID: 804996
4. Name of signatory: Kevin J. Jacobsen
5. Title of signatory: Executive Vice President
6. Certification:

I, Kevin J. Jacobsen, certify that I am an officer of the company named above, and acting as an agent of the company, that I have personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules. See 47 C.F.R. § 64.2001 *et seq.*

Attached to this certification is an accompanying statement explaining how the company's procedures ensure that the company is in compliance with the requirements (including those mandating the adoption of CPNI procedures, training, recordkeeping, and supervisory review) set forth in section 64.2001 *et seq.* of the Commission's rules.

The company has not taken actions (*i.e.*, proceedings instituted or petitions filed by a company at either state commissions, the court system, or at the Commission against data brokers) against data brokers in the past year.

The company has not received customer complaints in the past year concerning the unauthorized release of CPNI

The company represents and warrants that the above certification is consistent with 47 C.F.R. § 1.17, which requires truthful and accurate statements to the Commission. The company also acknowledges that false statements and misrepresentations to the Commission are punishable under Title 18 of the U.S. Code and may subject it to enforcement action.

Signed:



**Attachment:** Accompanying Statement explaining CPNI procedures

Accompanying Statement  
Annual 64.2009(e) CPNI Certification for 2014 covering the calendar year 2013  
Flat Rock Telephone Co-Op, Inc.

Flat Rock Telephone Co-Op, Inc. ("Flat Rock") adheres to all CPNI rules found in Subpart U – Customer Proprietary Network Information – Part 64 of Title 47 of the Code of Federal Regulations (Sections 64.2001 – 64.2011) concerning the proper use of our customers' CPNI.

Flat Rock has established procedures requiring company personnel to take reasonable measures to discover and protect against attempts to gain unauthorized access to CPNI. Employees must properly authenticate a customer prior to disclosing CPNI.

Flat Rock has implemented a detailed Policies and Procedures Manual on the use, and safeguarding, of CPNI. The CPNI Manual is fully compliant with FCC CPNI rules and must be reviewed and signed by all company employees. In addition, all current Flat Rock employees have been thoroughly trained on the use, and safeguarding, of CPNI and all new employees receive similar training upon hire.

Flat Rock uses CPNI for marketing purposes and our customer notices for use of CPNI approval meets all of the requirements contained in the FCC rules, including those specified in Section 64.2008.

To further protect our customer's privacy, we have implemented all of the safeguards contained in Section 64.2009. This includes:

- The implementation of a system by which the status of a customer's CPNI approval can be clearly established prior to the use of CPNI;
- The training of appropriate personnel as to when they are, and are not, authorized to use CPNI and the documentation of this training;
- The implementation of an express disciplinary process for CPNI violations up to and including termination;
- The maintenance of a record, for at least one year, of our own, and our affiliates' sales and marketing campaigns that use customer CPNI;
- The establishment of a supervisory review process regarding carrier compliance with the federal CPNI rules for outbound marketing situations;
- The establishment of annual certification by a corporate officer with personal knowledge of Flat Rock's policies and procedures to ensure compliance with the federal CPNI rules; and
- The establishment of procedures for notification of the Commission of any instance where opt-out mechanisms do not work properly, to such a degree that consumers' inability to opt-out is more than an anomaly.

Signed

